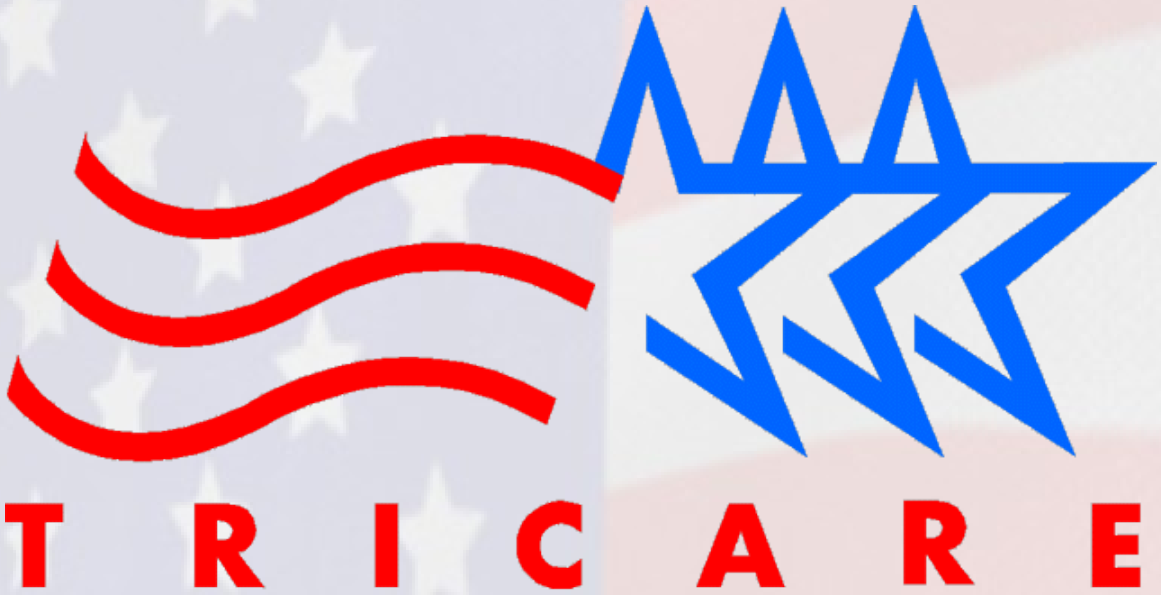


2000

“Focus on Performance”

Data Quality We Care

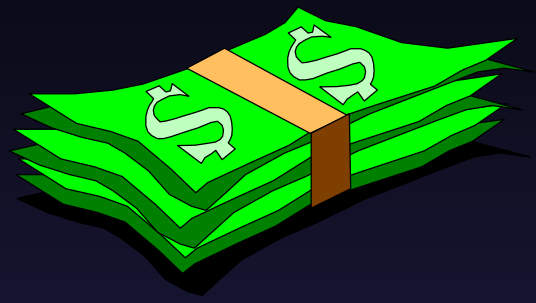
We ***ality Data***

Major Julie Hall, TMA/RM
Wendy Funk, STI

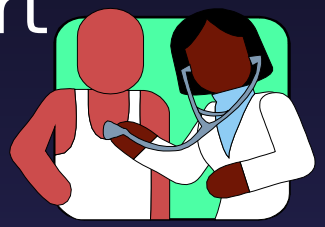
Overview

- Why Do We Care?
- Here’s the Proof!
- The Nitty Gritty-Technical Details
- Caring Is Not Enough
- We Care, You Have to Care, Too!

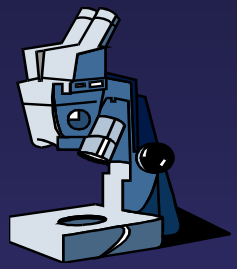
Why Do We Care?



- Money, Money, Money
  - Medicare Subvention Program
  - TRICARE Managed Care Support Contracts



- Patient Care
  - UM/ QM
  - Population Health



- Congressional Scrutiny

Poor Data Collection Practices Affect:

- Budget
- Resources
- Billing
- Patient Care
- Policy Decisions
- **Our Credibility**

Data Audits

DoD Inspector General:

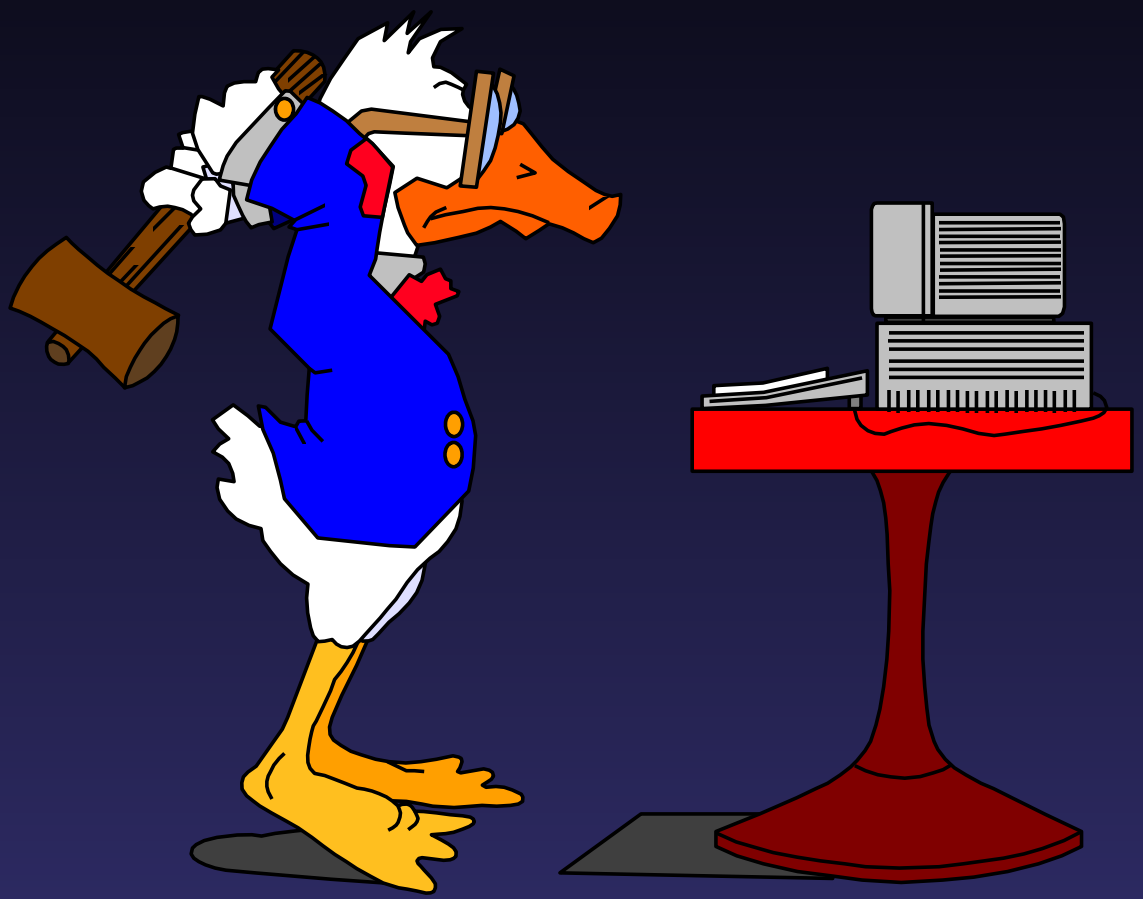
> "We were unable to to substantiate the validity and completeness of the Composite Healthcare System outpatient visit data……failure to ensure accuracy of the outpatient data …..constitutes a significant impediment to achieving unqualified audit opinions on both the DoD and Government-wide financial statements for FY 98 and future years"

Data Audits

US General Accounting Office

"DoD's health care cost and workload data have fundamental problems.....a major cause of these problems is the lack of DoD and Service oversight and incentives to ensure the data system's accuracy, currency, and completeness"

We Know There Are Problems



Here's the Proof

Real examples

- Childbirth rates
- It costs nothing to do that surgery?
- How many admissions at that small hospital?
- How much for a hospital admission in the network?
- The exact same number of ambulance minutes every month at one MTF!
- Men having babies!

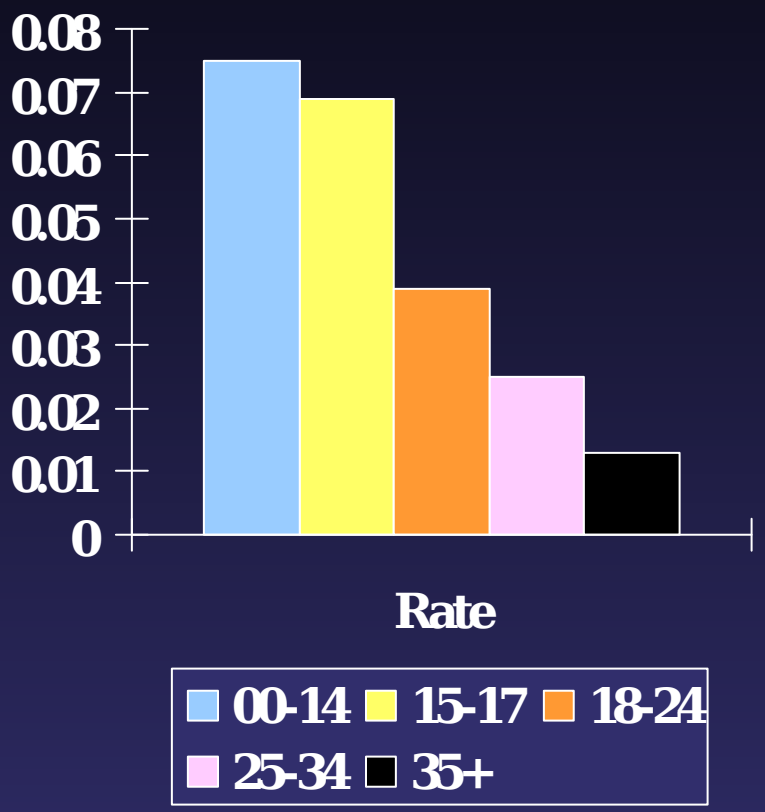
What did that surgery cost?

- Number of Dispositions and Expense in Surgical Workcenters

MTF	MONTH	DISP	EXP
Navy Site	10	89	(123,240)
AF Site	3	70	(630,755)
AF Site	11	73	(150,602)
Army Site	2	71	5,579

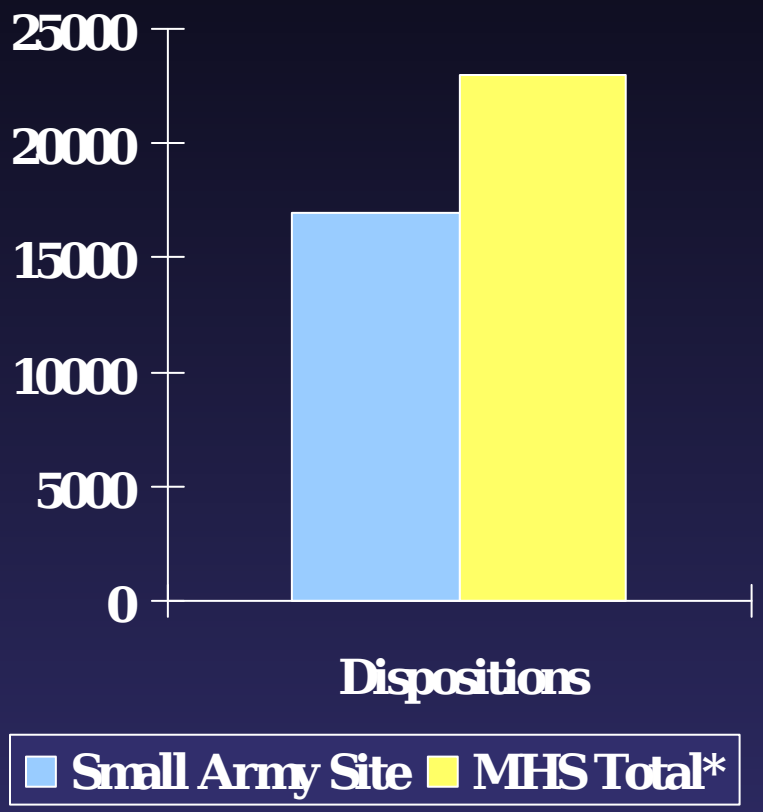
Childbirth Rates?

- CDC provides files depicting “normality” in US hospital admission rates
- Vaginal deliveries in a year for every 1000 women
- File Read Error ==> Nonsense Results
- Congress asked for this data



Admissions at a small hospital?

- An Army Community Hospital
- Very small, limited product lines
  - ⇨ **MHS Total excludes the "small hospital"**



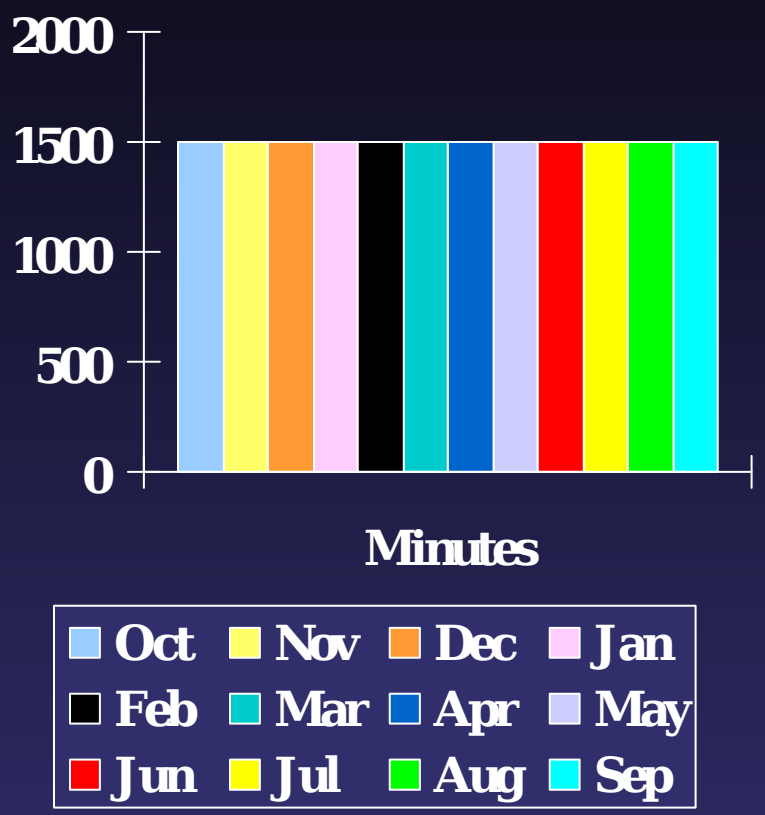
Cost of Network Admissions

- Inpatient Expense = Hospital and Providers
- Make vs... buy
- Trendstar doesn't include doctor exp in "inpatient"
- Understates inpatient, overstates outpatient

Inpatient Network Care	
One MTF, One Month	
TSP Enrollees	
Hospital	22,644
Provider	8,438
Total	31,082
% Understated in Trendstar:	27%

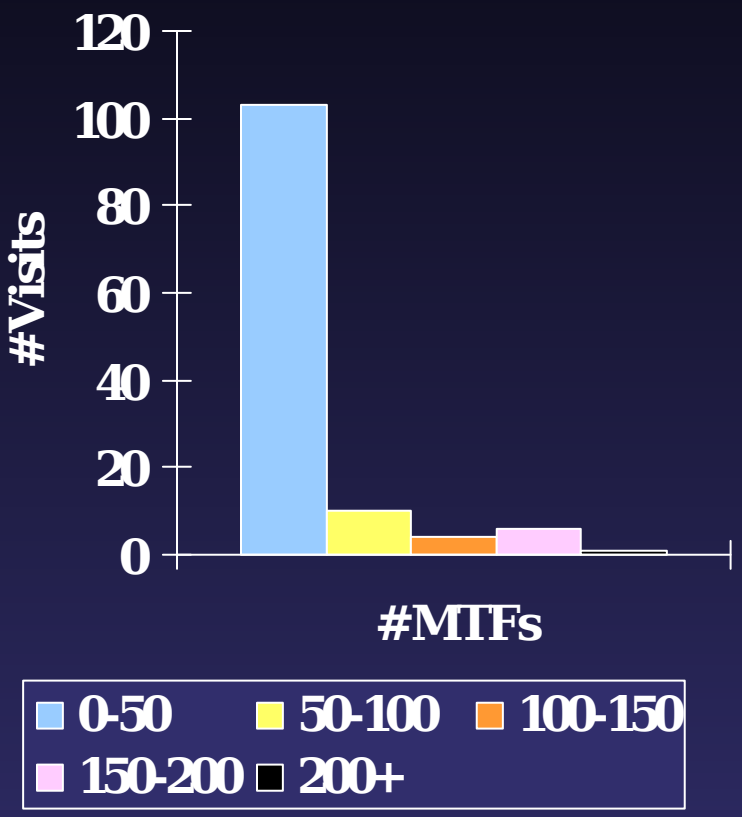
Monthly Ambulance Minutes

- Example from one MTF; consistent problem with many MTFs
- The EXACT same number of minutes of ambulance service *every* month!
- Third Party Collections

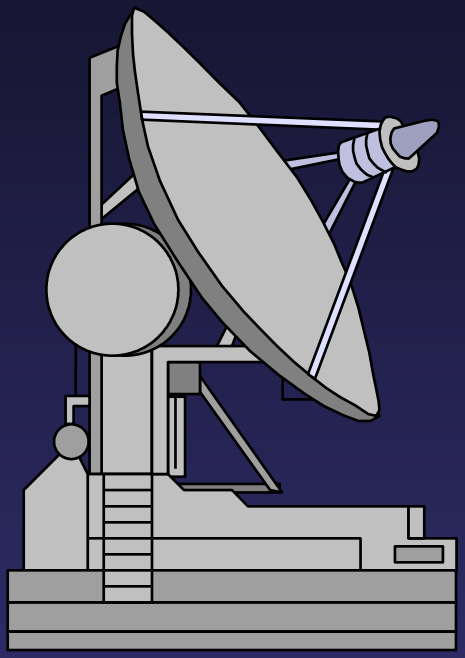


The Mom's a Dad!

- More than 125 MTFs reported SADRs for pregnant MEN in 99!
- Some sites had significant volumes; >250 encounters



The Technical Details



Critical Systems: DEERS

- Description-Enrollment and Eligibility
- Issues
  - **Synchronization**
  - **Enrollment processing varies by region**
  - **AQC 47 effects**
  - **Lag in processing and updates**
  - **Disenrollments**
  - **Duplicate records for same person**
  - **Processing Change**

Critical Systems: CHCS

- Description-Appointing, SIDR, HL-7, Enrollment
- Issues
  - **Enrollments (not always synchronized with DEERS**
  - **Currency of patient data**
  - **Configuration Management**
  - **Counting of visits**
  - **Lack of standardized appt templates**

Critical Systems: SIDR

- Description-Standard Inpatient Data Record
- Issues
  - **Timeliness**
  - **Enrollment information not official**
  - **Diagnostic Related Groups**
  - **MEPRS Code differences (ICU)**
  - **Transmission Problems**
  - **Processing Change**

Critical Systems: HL-7

- Description-Hospital Level Seven, Lab, Rad, Rx, Ancillaries
- Issues
  - **Intermittent data/MTFs missing data**
  - **Accounting for workload**
  - **Faulty enrollment issues**
  - **Major process concerns**

Critical Systems: ADS

- Description-Ambulatory Data Systems, Standard Ambulatory Data Record
- Issues
  - **Compliance-Significance**
  - **Coding Problems**
  - **Faulty enrollment issues**
  - **Counting visits**
  - **SADR Disease**
  - **Process Change**

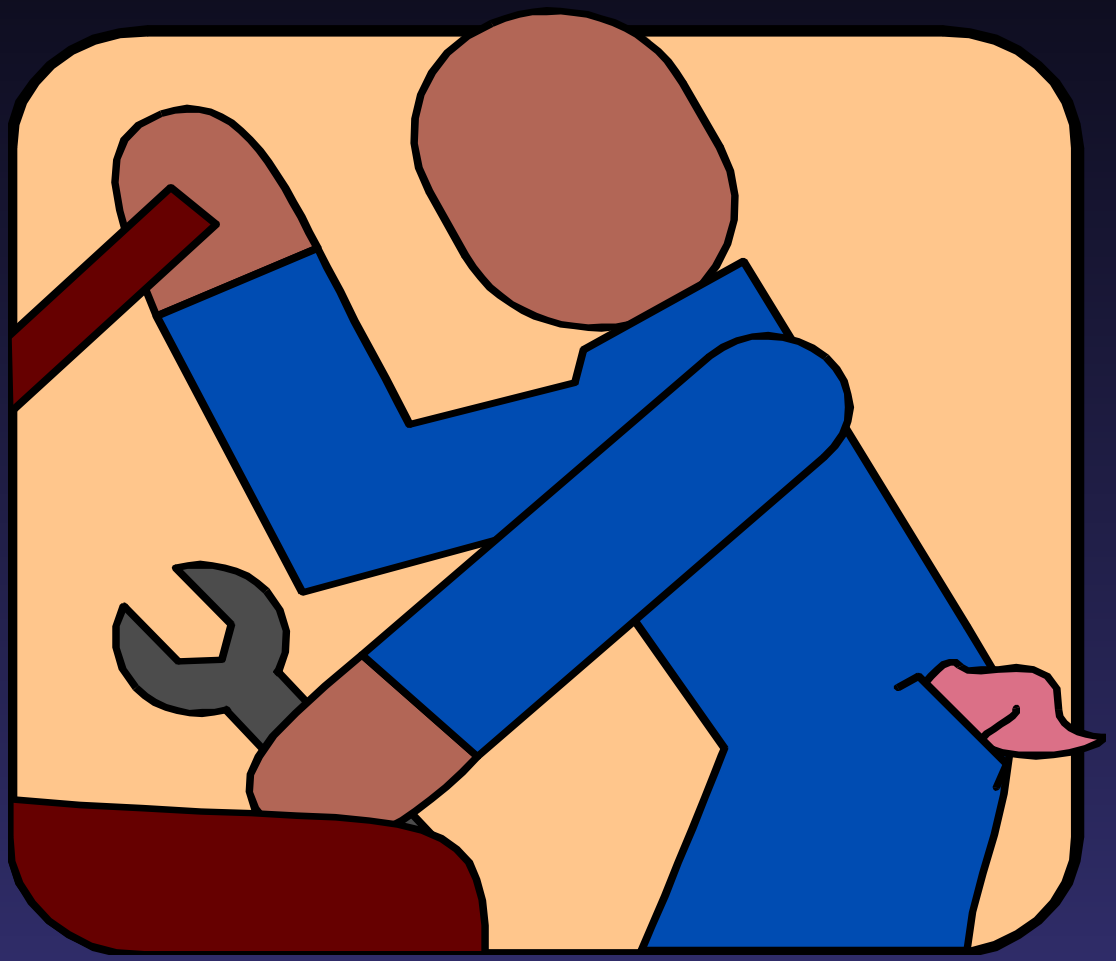
Critical Systems: MEPRS

- Description-Medical Expense Performance and Reporting, MEPRS Executive Query System
- Issues
  - **Lack of reconciliation (DFAS, WWR)**
  - **FTE reporting**
  - **Lack of standardization**
  - **Lack of synchronization between MEQs**
  - **Service servers**
  - **No Corporate level repository**

Critical Systems: HCSR

- Description-Health Care Service Record, MCSC Claims
- Issues
  - **Completion of Data - IBNR effects**
  - **Inpatient/Outpatient vs... Institutional/Non-Institutional**
  - **Capitated Care**
    - ✓ **All visits not always included**
    - ✓ **HCRSs not required for all arrangements**
  - **BPA effects**

Caring is Not Enough- We Have To Fix It



Taking Positive Action

- Data Quality IPT
- MEPRS Management Improvement Group
- DQ Metrics-TMA and Services
- Standardization Work Group
- EBC and Data Quality
- ARS Bridge

Intense

Corporate

Taking Positive Action

- New Data Validation Requirements
- DEERS Clean Sweeps
- Interim Payments Reconciliation

Intense Corporate Oversight

Taking Positive Action

- EBC Monthly Data Issues Meeting
- EBC WorkGroup
- EBC Newsletter
- Data Quality Integrated Program Team
- IT Data Quality WIPT
  - Issue tracking spreadsheet

We Need You To Care

- Make Data Quality A Priority
  - MTF Executive Staff Support
  - Commit resources
- Take Credit for Your Work
  - Fill out the “bubble sheets”
- Close out all encounter records-ASAP
- Be Attentive to MEPRS
- Prescribe Method to Achieve Compliance
- Reward Good Behavior
- Monitor Progress

We Need You To Care

- Identify and Involve Key Players
  - Managed Care
  - Resource Management
  - Patient Administration
  - Credentials
  - Data Quality Manager
- Form Users Groups
- Use Higher HQ Resources
- Tri-Service Collaboration
- Communicate-MAKE IT VISIBLE!!!

Data Quality References

- Data Quality Homepage
  - http://www.tricare.osd.mil/dataquality/
    - ✓**AFMOA-Air Force**
    - ✓**PASBA-Army**
    - ✓**NMICC-Navy**
- **EBC Website**
  - **www.tma.osd.mil: hot topics**
- CEIS Website
  - www.ceis.ha.osd.mil

Be Kind to Your Data

QUESTIONS

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